



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor  
Dempsey Benton, Secretary

Michael Moseley, Director

December 18, 2007

**MEMORANDUM**

TO: LME Directors

FROM: Mike Moseley 

SUBJECT: Mercer On-Site LME Reviews

As you know, as part of their contract with DMH/DD/SAS to perform an independent evaluation of all Local Management Entities (LMEs), Mercer Government Human Services Consulting (Mercer) will conduct one-day on-site reviews at each LME in January, 2008. This memorandum outlines the LME Review schedule, agenda, and logistics.

Schedule

The LME Site Review Schedule is attached (Attachment A). Mercer has accommodated all requests that were made in advance regarding the schedule. Since the timeframes are so tight and scheduling has been such a monumental task, we are requesting that LMEs make every effort to be available for the scheduled visit. If an unanticipated crisis should occur, please contact Leza Wainwright ([Leza.Wainwright@ncmail.net](mailto:Leza.Wainwright@ncmail.net) or 919/733-7011) to discuss. Debbie Anderson (602 522-8579 or [Debra.Anderson@mercer.com](mailto:Debra.Anderson@mercer.com)) is the Mercer contact handling the schedule and logistics of the site reviews. Debbie will be in constant contact with the Mercer Review Teams and will be available to the LMEs in the event of weather-related delays or other logistical issues related to the site visits.

Agenda

Enclosed is a copy of a sample Agenda for the LME Site Reviews (Attachment B). The Mercer reviewers (two to three team members) will arrive between 8:00 a.m. and 8:30 a.m. on the day of your site review. Please make a small conference room or office available to the review team. Mercer will use this space to meet as a team. Please "stock" this room with a hard copy of the materials you submitted electronically to Mercer for the desk review. Mercer will leave these materials in the assigned conference room or office at the end of the day.

The Mercer reviewers will interview the executive and line staff for the following areas:

- A. General Administration and Governance
- B. Business Management and Accounting/Finance
- C. Information Management, Analysis and Reporting, including Claims Processing and Financial Systems
- D. Provider Relations and Support
- E. Access, Screening, Triage and Referral
- F. Service Systems Management (Utilization Management (UM) Authorizations, Care Coordination, Community Collaboration
- G. Consumer Affairs and Services
- H. Quality Improvement and Outcomes Evaluation



The reviewers will conduct the Introductions and General Administration and Governance interview session jointly. Following that meeting, the Mercer Business/IT Reviewer will meet with staff to discuss and directly observe business and IT operations (Items B and C above).

On a parallel track, the Mercer Clinical Operations Reviewer will meet with clinical operations staff (items D to H above) and observe relevant activities.

If any of the functions listed in A through H are at separate sites requiring travel, please email Debbie Anderson at Mercer ([debra.anderson@mercer.com](mailto:debra.anderson@mercer.com)) and Dick Oliver ([Dick.Oliver@ncmail.net](mailto:Dick.Oliver@ncmail.net)) at DMHDDSAS and provide the location, travel time and distance between sites. Please make an effort to limit the number of sites to one or two sites within 35 minutes travel time. If there are multiple sites, the agenda will be revised. It is essential for Mercer to observe the claims and IT systems and the service system management operations.

#### Other Logistics

We ask that the LME kindly provide the opportunity for the Mercer team to order and pay for take-out lunches in order to expedite a working lunch session. A Mercer site reviewer will confirm the meeting and the arrival time the day before the site visit.

Thank you for your cooperation and assistance with the LME site reviews. If you have questions, please contact Debbie Anderson at Mercer or Dick Oliver in the Division.

#### Attachments

A – LME Site Visit Schedule

B – LME Site Visit Agenda

cc: Secretary Dempsey Benton  
Dan Stewart  
Executive Leadership Team  
Management Leadership Team  
William Lawrence, MD  
Tara Larson  
State Facility Directors  
Yvonne Copeland  
Patrice Roesler  
MH Commission Chair  
The Coalition Chair  
SCFAC Chair  
Sharnese Ransome  
Kory Goldsmith  
Andrea Poole  
Kaye Holder  
Debbie Crane  
Mark Van Sciver  
Debbie Anderson, Mercer



## Attachment A – LME Site Review Agenda DRAFT

LME Site Review Agenda		
8:30 a.m. – 9:00 a.m.	Mercer Team meets at LME LME provides 1 copy of materials submitted for document review and office for reviewers	Reception
9:00 a.m. – 9:30 a.m.	Introductions Review site visit agenda and purpose <i>Order take-out lunch from local restaurant</i>	LME Review Participants Mercer Team
9:35 a. m – 10:25 a.m.	General Administration and Governance	LME Executive Team Mercer Team
Business Operations Review		
10:35 a.m. – 12:30 p.m.	Business Management and Accounting - Finance	LME Lead and staff for Finance, Business Management and Accounting Mercer Business Operations Reviewer
12:30 p.m. - 1:15 p.m.	<i>Mercer Team reconvenes in office or conference rooms/working lunch</i>	<i>Mercer Team</i>
1:20 p.m. – 3:25 p.m.	Information Management, Analysis and Reporting, including Claims Processing - Financial	LME Lead and staff for Information Systems, Analysis and Reporting Mercer Business Operations Reviewer
Clinical Operations Review		
10:35 a.m. – 11:35 p.m.	Provider Relations and Support	LME lead and staff for Provider Relations and Support Staff Mercer Clinical Operations Reviewer
11:40 a.m. – 12:30 p.m.	Consumer Affairs and Services	LME lead and staff for Consumer Affairs and Services Mercer Clinical Operations Reviewer
12:30 p.m. - 1:15 p.m.	<i>Mercer Team reconvenes in office or conference rooms/working lunch</i>	<i>Mercer Team</i>
1:20 p.m. – 3:25 p.m.	Service Systems Management (Utilization Management (UM) Authorizations, Care Coordination, Community Collaboration  Quality Improvement and Outcomes Evaluation	LME lead and staff for Service System Management and Quality Improvement and Outcomes Evaluation Mercer Clinical Operations Reviewer
Wrap Up and Next Steps		
3:30 p.m. – 3:50 p.m.	Mercer Team reconvenes in office or conference room	Mercer Team
3:50 p.m. – 4:15 p.m.	Next Steps	LME Executive Team Mercer Team

**Attachment B – Site Visit Schedule  
January 2008**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
7 Mecklenburg Eastpointe	8 Piedmont Guilford Johnston	9 Pathways Alamance Wake	10 Orange Five County	11 Durham Beacon
14	15 Onslow Albermarle	16 Southeastern Center	17 East Carolina	18
21 <b>Martin Luther King Jr. Day</b>	22 Cumberland	23 Foothills Southeastern Regional	24 Catawaba Sandhills	25
28 Smokey Mountain	29 Western Highlands	30 Crossroads	31 Center Point	